

DOC52PAPT0401022
AMENDMENT NUMBER 001

As a result of this Amendment Number 001, the solicitation is hereby modified as follows:

- 1. Amendment Number 001 incorporates all questions and answers, posted on the USPTO PTOSS website.**
- 2. Under Section C – DESCRIPTION/SPECIFICATIONS/WORK STATEMENT, make the following changes:**

A. Under subparagraph C.2.15, PCT File Room Maintenance, 2nd paragraph, third line, change 12:30 a.m. to 12:30 p.m.

B. Under subparagraph C2.19, Trademark Support delete in its entirety and replace with the following revision:

C2.19 TRADEMARK SUPPORT

Clerical Support for the Law Offices, Intent-to-Use Office, Trademark Office of Program Control, and the TM Petitions Office

Trademark Operations (TMO) will be located in the Madison Building at USPTO's Carlyle campus. The contractor shall provide clerical and receptionist support for TM's Law Offices (currently numbering 12), the Intent-to-Use Unit (ITU), and potentially for the Madrid Office, and Post Registration. These organizations will be located in the Madison building as follows:

- Law Offices - 5th and 6th floor
- ITU – 4th floor
- ITU, Madrid, Post Registration – 4th floor

The contractor is required to staff each organization from 8:30 a.m. – 5:00 p.m. each workday. Two receptionist stations on each of the 4th, 5th, and 6th floors will be available for the contractor's use. As needed, the contractor shall:

- answer telephones,
- sort incoming mail and distribute it to TMO employee and general office mailboxes,
- sort and distribute to TMO examining attorney mailboxes, all "LIE-completed" documents (one-page sheets representing application files). TMO's expects this task to be performed an average of 200 times a day per Law Office.
- perform ad hoc inter-office delivery (USPTO only and only at the Carlyle campus) and pick up of documents and files. TMO's expects this task to

be performed an average of 5 times a month for all of the offices supported. Requests will be made by TMO employees.

- maintain the schedule for use of the conference room and team rooms for each floor,
- fax information to applicants upon request from TMO employees. TMO's expects this task to be performed an average of 5 times a month for all of the offices supported.
- search for lost files when requested, request reconstruction of files when requested by government employees, or printing paper copies of the file from TICS. TMO's expects these tasks collectively to be performed an average of 10 times a month for each offices supported. Requests will be made by TMO employees.

Central Docket Support

TM's Central Docket area (which will be located on the 4th floor of the Madison Building) will house approximately 500,000 files currently in some stage of examination. The contractor shall staff the Central Docket area and shall provide the following support.

- File Movement. The Trademark Office is moving towards a completely electronic examination and minimal file movement within TMs is planned once the file is located in the Central Docket with the exception of files in the Photocomposition phase and registered files. Other Central Docket support involves:
 - The contractor shall retrieve files for public users (via computer requests in the public access area on the 4th floor) within 2 hours of the request and USPTO employees (via email) within 30 minutes of the request and shall charge out each file before releasing it to the requester; returned files must be promptly charged back in to the Office and reshelfed in serial number order. TMO's expects the rate of public file retrievals to be about 150 a week; non-Post Registration Unit file requests by government employees to be fewer than 10 a week, and PRU file requests to be as many as several thousand potentially each week.
 - Using weekly or monthly lists provided by the Government, the contractor shall locate and remove from the Central Docket area registered, abandoned, cancelled, and/or or expired files, performing appropriate TRAM transactions as requested and preparing the files for shipment to the warehouse. TMO estimates approximately 5,000 files will need to be removed from Central Dockets each week.
 - The contractor shall receipt in on Tram and shelve approximately 5,000new files each week. A

- Matching Papers. Approximately 10,000 papers are received at the Central Docket area each week. The contractor shall insure that all papers received are two-hole punched and placed within the appropriate file wrapper within 1 week of receipt.
- Bundling papers. Approximately 10,000 pieces of paper will be delivered to the Central Docket over the course of each week. These documents represent “electronic files” and are an interim processing step to total electronic processing. The contractor will need to sort these documents according to destination Law Office, bundle them in groups of about a dozen each, and take them to the Law Offices each day.

3. Under Section L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO BIDDERS, make the following change:

Under subparagraph L.19.2, General Instruction for the Preparation of Proposals, first paragraph, last sentence, revise to read “shall be black, and at least 10 point or higher.”

PTOSS – SOLICITATION NUMBER DOC52PAPT0401022

QUESTIONS AND ANSWERS – 9/30/04

1. On Page 69 of the solicitation, paragraph L.19.1, the solicitation states that the original and 9 copies of the proposal shall be delivered as a single package. Since the cost section is likely to be quite large (2 1/2 to 3 inches thick), fitting all of the notebooks into a single package would be impractical - both in terms of finding a large enough box, and in terms of carrying the box to the 8th floor. We usually submit proposals in multiple boxes clearly labeled (e.g. 1 of 3, 2 of 3, 3 of 3). We request that you allow delivery in multiple boxes.

Answer – Multiple boxes are permissible. However, if all of the boxes do not arrive by the solicitation due date/time, only those boxes with the proposal received by the RFP due date/time will be evaluated.

2. Question --On Page 70 of the solicitation, paragraph L.19.2, it appears that we are required to provide our price proposal as a section of a single proposal, including technical approach, resources and past performance. Since the Price Proposal is likely to be 3 inches thick, and the technical, resources and past performance sections will be no more than 80 pages (less than an inch), separating the price volume from the other sections would make the technical volume much easier to handle and review. We recommend your consideration of this option.

Answer – The price proposal should be a separate volume.

General Questions

3. Are there backlogs in any areas and if so where and how much?

Answer -- We anticipate only normal pending work inventories will exist at the start of the new PTOSS contract.

4. How many FTEs does the current contractor have?

Answer – We do not have this information, ask DTSV

5. What is the daily/monthly average downtime for PALM?

Answer – In FY 03, PALM experienced approximately 25 hours of operational hours downtime; estimated operational hours downtime in FY 04 is expected be approximately 14 hours.

6. What is the daily/monthly average downtime for RAM?

Answer -- Based on current reports the RAM system is operational an average of 99.5% of the time during operating hours each month.

7. How many workstations will be provided with RAM functionality? In how many locations?

Answer -- The number of workstations with RAM functionality will be determined by the contractor's needs and the availability of workstations and RAM peripherals.

8. How many workstations will be provided with PALM functionality? In how many locations?

Answer -- Any workstation connected to PTONet has access to PALM and can be provided a hand-held scanner with which to read bar codes.

9. Section B (CLINs 1a,3,13)

For the CLINs that have a "Staff Hour" Unit Price, is the government requiring that the contractor provide an estimated number of staff hours to meet the government production estimates? This staff hour estimates would then be used, along with the staff hour rate to calculate the Total Price

Answer -- The Government has provided estimated volumes of the work to be performed. It is the responsibility of each offeror to determine the staffing required to perform at that level of effort. Using this information, an offeror would then be able to provide the required unit price and the total price. Detailed information on the number of staff planned, etc. should be provided as part of the Resources portion of the proposal.

10. Section B (CLIN 5)

Is the requirement for one FTE for each labor category listed? Where will they be located? At one of the Tech Centers, concourses, etc?

Answer -- In Schedule B you are being asked to provide the hourly rate for each labor category listed. If a specific requirement exists for support under this CLIN, the number and types of individuals and their planned work location will be coordinated with the contractor when the work is ordered.

11. Section B (CLIN 7)

CLIN has unit price of envelope, yet includes maintenance of DD file room, printing ABX applications and maintaining customer support window.

Is envelope the correct unit price? If so, how will contractor identify count of envelopes for these other functions such as customer support window?

Answer – Yes, envelope is the correct unit price. “Envelope” denotes an incoming package whether it is contained in an envelope, a box, or some other container. An estimated number of envelopes received at the Customer Service Window is already contained in Section B.

12. Section B (CLINSs 1b,10,11)

For the CLINs that have a "Hour" Unit Price, is the government requiring that the contractor provide an estimated number of hours to meet the government production estimates? This hours estimate would then be used, along with the hourly rate to calculate the Total Price

Answer -- See the answer to question #9.

13. Section B (CLIN 18)

Does unit price of "vehicle" include staff hours and vehicle costs?

Answer – The unit price should contain whatever an offeror feels is necessary to meet that requirement.

14. Section B (CLIN 19)

For the CLINs that have a "Staff Day" Unit Price, is the government requiring that the contractor provide an estimated number of Staff Days to meet the government production estimates? This staff days estimate would then be used, along with the billing rate to calculate the Total Price

Answer -- See the answer to question #9.

15. Section B overall

Why are there different unit prices for making copies? For example, a unit price of image for CLIN 2 and a unit price of hour for CLIN 13.

Answer – The pricing unit for each CLIN was determined on the basis of the work to be performed under that CLIN.

16. L.19.6 Price Proposal

This section states that contractor should include the "unit prices for the base and each option year for each item listed". Does the government also want the Total Price calculated for each CLIN?

Answer – Yes.

17. C.2.1 -- SOW refers to "some or all of the USPTO buildings".

How many filing areas and files are maintained for examiner search files?

Answer – There currently are examiner search files located in the concourse levels of the Jefferson and Remsen building; we anticipate additional areas to be located in

the concourse levels of the Randolph and Knox buildings when they open. However, the number and location of search file rooms is subject to change at any time based on the needs of the USPTO.

18. C.2.1 -- SOW refers to "designated areas."

How many filing areas and files are maintained for artifact files?

Answer – Under current plans, all artifact files will be housed in the concourse area of the Jefferson building. However, the number and location of artifact file rooms is subject to change at any time based on the needs of the USPTO.

19. C.2.1 -- SOW refers to "Tech Centers and/or concourse search areas."

How many filing areas and files are maintained for interference files?

Answer – At the present time, each Tech Center maintains its own interference files in TC space. However, the location of interference files is subject to change at any time based on the needs of the USPTO.

20. C.2.7 Page 21 -- Is there a DD file room in the OIPE open/sort area? Please explain.

Answer – There is a DD file room in the OIPE processing area where the Disclosure Documents are maintained until they are shipped to the file repository for long-term storage.

21. C.2.12 Page 25 -- Explains the contractor shall order from the IB, etc.

Is this the same ordering as explained in C.2.7? Why would we perform same function in two different areas?

Answer – The ordering of documents from the IB was reiterated again in Section C.2.12 to make it clear under which CLIN the documents are needed for processing.

22. C.2.13 Page 25 -- What is the POWER system? Please explain.

Answer – Please refer to the Definitions (J.7) provided as an attachment to the solicitation.

23. C.2.15 Page 27 -- Should it read "...fewer files which are received by 12:30pm" and not am as it currently reads?

Answer – You are correct – that line should read “files which are received by 12:30 p.m. ...”

24. C.2.16 Page 28 -- Pricing estimate is 2080 hours. How can one FTE staff the PTO-wide copy center 9.5 hours a day and monitor the four other convenience centers and respond to requests for assistance at the walkup copiers?

Answer – Schedule B contains an estimated number of hours equivalent to one (1) FTE so that the pricing provided will be the equivalent of one (1) hour of work for one (1) person. As this is a requirements contract, any hours over the estimated 2080 will each be charged at that same hourly rate. It is up to each offeror to determine the amount of staff needed to meet the requirement and to provide this information in the Resources section of the proposal

25. C.2.16 Page 28 -- Between CLIN 2, CLIN 3 and CLIN 16 there are eight copy locations. Is that correct? Are there more copying locations?

Answer -- The first paragraph under Section C.2.2 clearly identifies the number and location of Tech Centers' copy centers. There is no copying requirement contained in CLIN 3. CLIN 16 refers to the walk-up copiers provided for Government use. It is up to each offeror to insure its proposal supports all copying requirements set forth in the RFP.

26. C.2.16 Page 28 -- Contractor's performance will be measured by random QC checks. Will you provide frequency of the random checks? Will you ensure that sampling is statistically correct? Concern is that there won't be enough QC checks to provide valid measurement.

Answer – Random checks will be performed on a recurring basis as deemed necessary and appropriate by the Government. The concept of “random” checks implies there will not be a pre-established schedule. Sampling will be done using a statistically valid sample. We have many years' experience gathering performance data to determine whether a contractor is meeting contract requirements.

27. C.2.13 Page 25 -- "If other than A4 paper is required, the Government will provide the paper. "Is the contractor responsible for maintaining paper/supplies inventories for government provided paper/supplies?

Answer – The Government orders regular size copy paper in bulk and stores it in the warehouse. The PTOSS contractor has no responsibility for managing this warehouse paper supply. The contractor will be responsible for managing the supply of paper maintained by them in the immediate work area and ordering paper from the warehouse as needed and in a timely manner to insure it does not run out of paper on hand. The contractor may also be asked to provide information on anticipated usage to assist the Government in determining the size of future orders to be placed.

28. Pre-Proposal Conference comments -- During the Pre-Proposal conference presentation there were several references to the conversion of paper files into IFW/PALM. Estimates called for this objective to be reached within 6 months to a year. Will the contractor be involved in this conversion? Does this require additional personnel?

Answer – Conversion of the majority of existing applications to IFW will be completed by the end of December 2004 before the new PTOSS contract becomes effective. Any support for the conversion of “residual” application files will be as set forth in the solicitation. It will be up to each offeror to determine what personnel are required to provide any required support.

29. Pre-Proposal Conference comments -- Is there any requirement for copying of documents on new applications before files are referred to the scan/copy contractor?

Answer – If any copying is required, it will be only incidental copying.

30. Will you be releasing the names and phone numbers for the participants of the Sept 14, PTO Support Services Bidders Conference? I would like the list.

Answer – Yes.

31. Is there an update to the Presolicitation notice of Aug 17?

Answer – No.

32. Is there an incumbent (or incumbents) performing these or similar services? If so, please give names and contract number(s)?

Answer – The information can be found on the USPTO web address at <http://www.uspto.gov/web/offices/ac/comp/proc/currproj.htm> click on the solicitation number DOC50PAPT0401022.

33. Will you give us a POC with whom we can discuss the requirement before the solicitation comes out, please?

Answer. The Contracting Officer, Dora Sanders is the POC for any discussions regarding this requirement. Also, see L.10 of the solicitation for inquiries. The solicitation can be obtained from the web address in answer #32.

34. When will the RFP be released?

Answer – See answer to question #33.

35. Who is the incumbent contractor?

Answer. See answer to question #32.

36. How much is the current contract?

Answer – The current contract value is \$233,366,209.00. However, the solicitation requirements have been drastically reduced.

37. Can you release the current contract Statement of Work, or do you have a draft SOW we could take a look at?

**Answer – No. The current contractor's SOW can be obtained via a FOIA request. For information on filing a FOIA request, please see:
<http://www.uspto.gov/web/offices/com/sol/foia/submit.htm>.**

38. What is the current contract number and who is performing the work at present? Is this the current PTOSS contract?

Answer – The current PTOSS contract Number is 50PAPT001001. Also, see answer to Questions #32.

39. Do you know when to anticipate the posting on your web?

Answer: See answer to question #33.

40. May we have the name and address of the incumbent?

Answer. See answer to question #32.

41. Is the incumbent eligible to bid on the current requirement?

Answer – No.

42. What is the current fiscal year dollar value of the contract?

Answer – The current annual fiscal year dollar value is \$60,178,696.00. This amount includes a lot of work that no longer exist in the new contract.

43. Is the scope and magnitude of work requested the same as what is currently being performed?

Answer: No. The scope and magnitude of work requirements are identified in the solicitation.

44. With the approval of the incumbent, are the incumbent employees available for hire by the successful bidder?

Answer – The current contractor is required to comply with FAR clause 52.237-03, Continuity of Services

45. Reference: H.13 & H.15 Paragraph H.13 states in part “the total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years from the effective date of this contract.” Paragraph H.15 discusses the addition of three additional award term option periods of one year each , which would make the total contract period eight (8) years. Can you please address this conflict between the two clauses?

Answer – The contract is for a base year plus four option years. The contractor has an opportunity to earn up to three (3) additional award term periods (one year each) based on sustained superior performance. The three award term options may or may not be approved by the Term Determining Official (TDO). If the Award Terms Options are earned based on the criteria in Section H.15 of the RFP, then the contract may be a six, seven or eight year contract.

46. Reference: C.2.13, first paragraph states “...The Government will provide space for contractor personnel and reproduction equipment needed to provide document copies; printers will be provided by the Government.” Page 3 of Attachment 5, under PCT Copy Provision, states that the contractor will provide copiers. Which is correct?

Answer – Reproduction equipment (copiers) and printers are two different things. The first paragraph of C.2.13 clearly states “contractor personnel and reproduction equipment” and the attachment 5 reiterates the contractor provision of copiers. The contractor is required to provide reproduction equipment (copiers). The USPTO will provide printers for use in printing copies from electronic media.

47. Reference: L.19.2, first paragraph, last sentence states “The type for all documents submitted (excluding charts and graphs which may be submitted as foldouts to the proposal) shall be black, shall not exceed 12 characters per linear inch or exceed 6 lines per vertical inch and shall be at least 10 point.”

- If foldouts are used for charts or graphs, are they counted as one page or two pages?
- We have looked for fonts in 10, 11 and 12-point size that meet your 12 characters per inch requirement, and cannot find one that does. While this was a meaningful standard with monospace typewriters, proportional computer fonts are very legible with many more characters per inch. Large font styles such as Palatino Linotype and Bookman still have 13 or 14 characters per inch using 12-point size font. Since you mentioned 10 point as a minimum size, and since 11 and 12 point are extremely legible, we request that you eliminate the characters per inch requirement.

Answer – The 12 character per linear inch requirement is deleted.

The attendee's list for the Pre-Bid Conference held at the USPTO on September 14, 2004 is as follows:

PTOSS Pre-Proposal Conference Attendees List – September 14, 2004

<u>COMPANY</u>	<u>NAME</u>	<u>PHONE NUMBER</u>
Aspen Systems Corporation	Ron Robinson	301-519-5544
Datatrak Information Services, Inc.	Vincent Ley	703-817-9700
AKIMA / DTSV	Calvin Wilson Elizabeth David	703-305-6518 757-873-0725x227
Johnson Controls	David Talley Minh Tang Willie Holmes	703-308-6523 703-308-6523 703-308-6523
Federal Working Group's	Bob Toma	703-243-0604
ZAI	Troy Taylor	703-883-0506
PE	Cori Asaka	703-855-6932
GWA Innovative Technology, Inc.	Thomas Anokye	703-961-1891
Integrated Management Resources Group, Inc.	Kenneth Taylor	301-306-0502
NATEK, Inc.	Al Craven	703-674-1621
MEGA-TECH	Tom Smith	703-534-1629
ITI	Larry Vandergrift	-----
NPC, Inc.	John Ake	814-239-8787
Source Staffing, Inc.	Ledice McKnight Conwell M. Akers, Jr.	301-585-4646 301-585-4646
Strategic Resources, Inc.	-----	703-749-3040
Telesis Corporation	Lynwood Metts	703-517-6033

END AMENDMENT NUMBER 001